Golden Tee PGA TOUR Remote Download Commercial FAQ

What is a Remote Download?

A Remote Download is a Golden Tee software update that can be digitally downloaded and installed on a Golden Tee PGA TOUR cabinet without having to be in front of the cabinet or without the need to have a USB Update Stick.

How Can I Use the Remote Update?

The Remote Update process can be prompted on the Operator Services website or on an individual **Golden Tee PGA TOUR 2022** cabinet (version 51.05.16) or any **Golden Tee PGA TOUR 2023-2024** cabinet (52.05.00 or newer).

If you log in to your account on the Operator Services website online, you will be able to cue both the download (September 3rd) and the install (September 9th) on all games you purchased an update license for.

Is There a Difference Between Downloading and Installing an Update?

Yes. The Remote Install essentially includes two steps—downloading and installing. The download portion will take place first, and then the install will finalize the process so that the new software is installed and playable.

What is a Download?

The download will be Step 1 of this process, and it will involve storing the new software files on your game's hard drive. This is essentially preparing for the installation. To initiate a download for a cabinet, you can prompt the action on the Operator Services website or on the individual cabinet through the Operator Menu.

Before a download can begin, your cabinet's internet connection will be tested. If it meets a minimum speed, the download will be the next step in the process, and it will place the new software on the hard drive. This prepares for the September 9th installation.

How Long Will the Download Take?

The speed of the download will depend on the internet connection at the location where your cabinet resides. You are likely to experience slower speed when using a Wi-Fi connection versus the game being hardwired directly into the location's router.

The Operator Services website will provide you with feedback about each game's current internet connection. If the Internet speed is insufficient to give a clean, timely download, you can retry the speed test. If the speed remains too slow for practical download, we will require that you update that game with a USB Update Stick.

What is the Size of the GT PGA TOUR 2025 Software Download?

The file size for the Golden Tee PGA TOUR 2025 Software is 67 gigabytes. We encourage you to ensure your location has the appropriate bandwidth to download this file in advance.

When Will the GT PGA TOUR 2025 Software Download Be Made Available?

We are targeting September 3rd for the download to be made available. This will allow six days before the installation process can begin. Please note, the installation will NOT be able to take place until Monday, September 9th.

Can My Cabinet Still be Played While the Download is Taking Place?

Yes. This process will take place in the background, and it will NOT have an impact on gameplay.

Does my Game Need to Be Turned on for the Download to Work?

Yes, your Golden Tee game needs to be turned on to download the Update Software.

If the game is on, the download will start or continue downloading files as needed in the background. If the game is turned off or rebooted while any file downloads are taking place, the download will pick up where it left off once it is restarted.

We recommend that your locations are informed to keep the games on as this is taking place to expedite the download process. We also recommend doing this process overnight, when possible, to maximize internet speed.

How Will I Know When a Download is Complete?

The Operator Services website will track the progress of all your cabinet downloads. It will show you how much of an update has been downloaded via percentage, and it will also tell you once the download has completed.

Once the Download is Complete, When Will I be Able to Install the New Software?

As long as the update software download has been completed, you will be able to begin the installation on Monday, September 9th. Like the download, you will be able to prompt the installation from Operator Services website or through the Operator Menu of the specific cabinet.

Do I Need to Be Present to Complete the Install?

No, the Install can be completed remotely. It is critical, however, that the game does NOT turn off during this process. For the hard drive to function appropriately, the game must stay on for the duration of the installation process.

Will My Game Be Playable During the Install?

No. At this point, it will be inoperable as the software is updated. We highly recommend completing this process early in the morning or late at night to keep cabinet disruptions to a minimum. And again, the game must stay on throughout the duration of this process.

How Long Will the Installation Take?

This depends on your current hard drive, although the process should take anywhere between 1 hour and 2 hours.

After the Installation is Complete, Do I need to do Anything Else?

No. The game will remember your network and Wi-Fi settings, and it will be available for play once completed. You can see the number of available and used licenses for the update at the top of the Remote Update page on Operator Services.

Can I Still Use an Update Stick to Update my PGA TOUR Software?

Absolutely. Update sticks will be available for all GT PGA TOUR games. In some instances, if an Internet connection is slow at a certain location, an update stick will still serve as the desired way to update a PGA TOUR cabinet.

Will the Remote Update work on Golden Tee LIVE Cabinets?

It will not. Due to hardware and software constraints, the Remote Updates will only be available on the PGA TOUR platform. Update sticks will still be the primary method to update LIVE games moving forward.

Do I Need the Latest Software for this Installation to Work?

GT PGA TOUR 2021 software is ineligible for the remote download. All 2022 games must be running the 51.05.16 software to be eligible for the remote download. Any version of 2023-2024 can use the remote download.

What year is each version number associated with?

Golden Tee PGA TOUR cabinets are represented by 50.05.X (GT 2021), 51.05.X (GT 2022) or 52.05.00 (GT 2023-2024). When your games successfully install the GT PGA TOUR 2025 software update, those games will be 53.05.00.